BLUE BIRD

SERVICE MEMORANDUM
NO. SM1306

MEMO TO: All Blue Bird Dealers

SUBJECT: Instrumentation changes related to 2013 Emission and On-Board Diagnostics (OBD) requirements.

MODEL YEAR(S): 2014

MODEL(S) AFFECTED: Vision and All American with 2013–Emission Engines

2013 Emission and OBD related instrumentation changes.

- Implemented New Instrument Cluster Part Numbers for Production and Service Parts
- Instrument Cluster Physical Changes
- Instrument Cluster Functional Changes
- Instrument Cluster Software Changes

Cummins has issued the following service publications to introduce 2013 emission and OBD related changes. These include but are not limited to:

- 4326113 – Service Information Regulation (SIR) Field Letter - Emission Compliance
- 2883408 – On-Board Diagnostics (OBD) for EPA/ARB Certified Engines
- 101-048 – Engine Indicator Lamps
- 101-051 – Unique Operating Characteristics of an Engine with On-Board Diagnostic
- TSB120262 – ISL9 CM2350 Engine Introduction
- TSB120270 – ISB6.7 CM2350 Engine Introduction
- TSB100031 – Malfunction Indicator Lamp (MIL) Illuminated with No Fault Codes Present

The intent of this Blue Bird service memorandum is to highlight changes related to 2013 emission and OBD compliant engines in Blue Bird buses. It is not intended to replace or supersede information provided by the engine manufacturer. Please refer to the specific engine owners, Operation and Maintenance, and Service Manual, for your engine.
QuickServe™ Online (QSOL) is the primary method for providing engine service information. The attached Cummins Service Information Regulation Field Letter provides information related to QuickServe™ Online access. All of the above publications are available on QuickServe™.

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New Instrument Cluster "Part Numbers for Production and Service Parts"

The following are new instrument cluster part numbers that have been setup to support 2013 emission and OBD related changes.
NOTE: Always refer to the service parts list of the bus being serviced to determine the applicable part number.

NEW CUMMINS CLUSTER PART #'S

BLUEBIRD P/N	DESCRIPTION
10028574	CLUSTER AIR,2013
10028575	CLUSTER HYD,2013
10028576	CLUSTER AIR SERVICE,2013
10028577	CLUSTER HYD SERVICE,2013

NEW FORD CLUSTER PART #'S

BLUEBIRD P/N	DESCRIPTION
10033963	CLUSTER, BBCV, FORD LP FUEL, AIR,2013
10033964	CLUSTER, BBCV, FORD LP FUEL, HYD,2013
10034197	CLUSTER, BBCV, FORD LP FUEL, AIR SERVICE,2013
10034198	CLUSTER, BBCV, FORD LP FUEL, HYD SERVICE,2013

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New Instrument Cluster "Physical" Changes

The following are new instrument cluster physical changes that have been made to support 2013 emission and OBD related changes.
NOTE: Refer to the Blue Bird Drivers Handbook and Service Manual for additional information.

- Malfunction Indicator Lamp "MIL"

The MALFUNCTION INDICATOR LAMP indicates, when illuminated that the OBD system has detected a malfunction that impacts the emission control devices. Color: Yellow

- Aftertreatment Diesel Particulate Filter Lamp "DPF"

The AFTERTREATMENT DIESEL PARTICULATE FILTER lamp indicates, when illuminated or flashing, that the aftertreatment diesel particulate filter requires regeneration. Color: Yellow

- Wait To Start Lamp "WTS"

The WAIT TO START lamp illuminates when the intake air heater needs to warm the intake air prior to starting the engine. Color: White (NOTE: Color is Green on NON 2013 emission cluster)

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New Instrument Cluster "Functional" Changes

The following are new instrument cluster functional changes that have been made to support 2013 emission and OBD related changes.
NOTE: Refer to the Blue Bird Drivers Handbook and Service Manual for additional information.

Direct Lamp Control Command 1 (DLCC1) Applies To Cummins Engines ONLY
During the cluster self- test all warning lamps will perform a Power on Lamp Test (POLT) by turning on for 2 seconds as soon as possible after the ignition is turned on and turn off for 1 second before any other action is taken. The only exception to this is with 2013 emission engines (ISB13 or ISL13) the DLCC1 message warning lamps will be controlled by the Cummins DLCC module. The DLCC1 warning lamps will NOT perform Power on Lamp Test when ignition is turned on.
These lamps are:

- Stop Engine
- Engine Warning
- MIL

Note: If the key switch is cycled off & immediately back on again the DLCC lamps will not self-test with the other warning lamps. This is due to the DLCC module does not go to sleep for a set time period after key off.

Direct Lamp Control Data 1 (DLCD1) Applies To Cummins Engines ONLY
With 2013 emission engines (ISB13 or ISL13), the cluster must send the DLCD1 message continuously to the engine as a signal to show the status (01 for on and 00 for off) for the following warning lamps.

- Stop Engine Lamp

Color: Red
- Engine Warning Lamp

Color: Yellow
- Malfunction Indicator Lamp "MIL" Color: Yellow
- Wait To Start Lamp "WTS"

Color: White

NOTE: Starting the engine without waiting for the "Wait to start" lamp to come "ON" and go "OFF" MAY illuminate the MIL lamp and log engine fault codes. Once "ON" the MIL lamp will NOT go off until after three consecutive trips where the diagnostics runs and passes, or you reset all faults with Cummins Insite. When the MIL lamp is "ON" you will have a continuous alarm "ON" until acknowledge with the lower button on the instrument cluster.

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New Instrument Cluster "Software" Changes

The following are new instrument cluster software changes that have been made to support 2013 emission and OBD related changes.
NOTE: Refer to the Blue Bird Dealer Field Service Website for latest software version available.

New Dealer Loader Software
New loader software has been created in order to simplify dealer software required to load software updates to ACTIA instrumentation. This includes ACTIA instrument clusters and individual gauge packages.

New Application Software Number And Type
Changes to the application software (internal to the instrument cluster) have been made to support the 2013 emission and OBD related changes. The new instrument cluster part numbers will have new software "Number" 116124 (Cummins) or "116279" (Ford) installed. Also a new software file "Type" (.avr32x) extension.

Please visit the Blue Bird Dealer Field Service website below to download the new loader software and latest version application files required. Contact your Blue Bird Field Service Representative if you have any questions or need any technical service assistance.

http://gateway.blue-bird.com:31030/distinfo/customerservice/techpub/actia.htm

QuickServe® Online

Service Bulletin Number	Date
4326113	30-OCT-2012

Service Bulletin

Cummins Inc. Service Information Regulation (SIR) Field Letter - Emission Compliance

Beginning with the EPA 2013 engine launches, federal regulation requires changes to some of the methods in which Cummins Inc. delivers service information, including INSITE™ electronic service tool and technical training for automotive engines. These changes are due to Service Information Regulation (SIR) and as a result, service information must be made available to all interested parties in the United States of America (U.S.A.) and Canada.

This regulation impacts all on-highway automotive Cummins engines built since 2007.

The purpose of Service Information Regulation is to make sure that engine manufacturers make information that would enable repairs, service, and maintenance of On-Board Diagnostic (OBD) certified engines, systems, and other emission related engine components available to the service and repair industry.

In essence, Cummins can not legally provide service information to distributors/dealers and exclude other interested parties.

Any interested party is defined as:

- Any person or entity engaged in the business of service or repair of heavy duty motor

vehicles, engines, or transmissions
- Any individual or business engaged in the diagnosis, service, and repair of a heavy duty engine, who is not directly affiliated with Cummins Inc. authorized network
- Any licensed or registered person or entity engaged in the business of service or repair of passenger cars, light-duty trucks, or medium-duty motor vehicles, engines, or transmissions
- Any commercial business or government entity that repairs or services its own vehicle fleet(s)
- Tool and equipment companies.

The Service Information Regulation mandates the sale of information be made available at a fair, reasonable, and non-discriminatory price. As such, the published suggested list pricing to the interested parties for access to the website, service information, tools, and training has been established to be fair and reasonable to meet the Service Information Regulation requirements.

QuickServe™ Online (QSOL) is the primary method for providing service information. Additionally, QuickServe™ Store has been made available for the online purchase of service information, INSITE™ electronic service tool, and Cummins Virtual College. Distributors that provide training will be required to allow any interested party to attend classroom training for impacted automotive on-highway engines.

QuickServe™ Website and Publications:

Effective 1 January 2013, QuickServe™ Online will have two subscription offerings available to interested parties:

1. Unlimited Service Plan

- The Unlimited Service Plan is available for interested parties.
- A subscription under this plan will give the user:
    - access to parts and service information
    - access to all engine serial numbers.

- Subscription periods and suggested list pricing:
    - seven days for $50 USD
    - one month for $200 USD
    - one year for $1,200 USD.

2. Limited Owners Plan

- The Limited Owners Plan is targeted to single owner/operators.
  - access to parts and service information
  - access for up to five engine serial numbers.
- Subscription periods and suggested list pricing:
  - no expiration - FREE.

To purchase with credit card online, go to https://quickserve.cummins.com/info/pcv/subscription_plans.html

QuickServe™ Store (Online sale of publications, INSITE™ electronic service tool, and training)

- The QuickServe™ Store allows interested parties to purchase the following items with a credit card:
  - Cummins Inc. engine manuals
  - Cummins Inc. service training (CVC - Cummins Inc. Virtual College)
  - INSITE™ electronic service tool software CD with Cummins Inc. Virtual College training

The URL for the store is https://store.cummins.com

The QuickServe™ Store is a public website; it is accessible without a subscription.

INSITE™ Electronic Service Tool:

Effective 1 January 2013, Cummins Inc. distributors must provide for sale INSITE™ Basic, Lite, or Pro annual subscriptions to any interested party requesting the tool within the U.S.A. and Canada.

INSITE™ Electronic Service Tool Terms of Use:

- It is critical to understand the difference between updating a calibration and changing a calibration. Interested parties will only be able to use INSITE™ Pro to update a calibration, for example, updating from the a12345.01 to the a12345.02 calibration. A calibration change will only be performed at a certified Cummins Inc. distributor/dealer location, for example, changing from the a12345.01 to the a54321.01 calibration, or changing the horsepower rating of the engine.
- The fleet counts, single counts, and Zap-it products would remain a distributor level tool and would not be sold to other interested parties.
- The QuickServe™ Store will provide for sale INSITE™ electronic service tool software

CD bundled with INSITE™ electronic service tool Cummins Inc. Virtual College. Once the customer has purchased the bundle online, INSITE™ electronic service tool software CD and INSITE™ electronic service tool Virtual College will be shipped to the customer with instructions regarding how to register and obtain the passwords for the software.

Registration process:

- Once the interested parties complete the Cummins Inc. Virtual College INSITE™ electronic service tool training, they must register their software with their local Cummins Inc. distributor and purchase the annual subscription, which includes provision of the necessary passwords to use the software.
- Visit the www.cummins.com Service Locator to locate the nearest authorized distributor location.
- Call the distributor location INSITE™ electronic service tool administrator to register and purchase the annual subscription.

Pricing:

- QuickServe™ Store will provide suggested list pricing.
- Purchase from a distributor is still the preferred method.
- Suggested list price for INSITE™ Lite or Pro annual subscription is posted on the QuickServe® Store.
- Prices are subject to change. Some distributors offer more comprehensive support packages for INSITE™ electronic service tool. These vary by distributor.

Each distributor must provide for sale INSITE™ Basic, Lite, or Pro, and Cummins Virtual College to any interested party who wants to purchase it. See the definition of "Interested Party". The INSITE™ electronic service tool registration process will remain the same as it is presently. The annual subscription will be registered and paid at the distributor.

Training:

Distributors are be required to allow any interested party to attend classroom product training. See the definition of "Interested Party". Distributors are allowed to charge a fair and reasonable cost for the training and any required training materials. Interested parties who request training must be informed of classroom training availability. Locations are not required to offer hands-on qualification to other interested parties. Other interested parties are not allowed to submit warranty claims.

Questions:

For questions regarding Service Information Regulation (SIR), submit a QuickServe™ Online Help Desk Ticket titled "SIR".

FAQ for Service Information Regulation (SIR):

What is Service Information Regulation (SIR)?	
Q1:	What is Service Information Regulation (SIR)?
A1:	Service Information Regulation, also known as “SIR”, is a government requirement that mandates engine and vehicle manufacturers to provide service information to any interested party for the successful repair, service, and maintenance of engines equipped with OBD and other emission-related components.
Q2:	What does the term "Interested Party" mean to Cummins Inc.?
A2:	An Interested Party or Covered Persons includes any person or entity engaged in the service or repair of vehicles, any business or entity that repairs its own vehicles, tool manufacturers, and any person or entity engaged in the manufacture or remanufacture of parts. In short, very few entities are excluded.
Q3:	Who are the government agencies that regulate SIR?
A3:	The Environmental Protection Agency (EPA) and California Air Resource Board (CARB) both have regulations concerning the availability of service information, tools, and training.
Q4:	What fines may be imposed for not complying with Service Information Regulation (SIR)?
A4:	Both the EPA and CARB can issue significant financial penalties for violation of the regulation.
Q5:	What regions are affected by Service Information Regulation (SIR)?
A5:	United States of America and Canada.
Q6:	What Cummins Inc. products are part of Service Information Regulation (SIR)?
A6:	All Cummins Inc. on-highway automotive engines built since 2007.
Q7:	When does Service Information Regulation (SIR) go into effect?
A7:	Beginning in 2007, engines sold to Chrysler™ were impacted by the Light Duty SIR. Beginning in 2010, other Cummins Inc. automotive on-highway products became part of the scope of Service Information Regulation (SIR). Further requirements will begin in 2013, including providing interested parties with the ability to update calibrations.
Q8:	What are the key components of Service Information Regulation (SIR)?

A8:	Service Information Regulation (SIR) includes publications, product training, website access, and tools.

Pricing	
Q9:	What are the rules concerning the price of items covered by Service Information Regulation (SIR)?
A9:	Pricing is to be fair, reasonable, and non-discriminatory. The Cummins Inc. approach for Service Information Regulation (SIR) has been to provide suggested list pricing to meet this requirement. Distributors remain the preferred supplier of all items, including those covered by Service Information Regulation (SIR). To be sure of compliance with the regulation, Cummins maintains the QuickServe™ Store. All items listed on the QuickServe™ Store are at suggested list price.
Q10:	Can a distributor exceed list price?
A10:	Distributors should not exceed suggested list price to remain in compliance with fair, reasonable, and non-discriminatory.
Q11:	Can a customer register INSITE™ electronic service tool software on the QuickServe™ Store?
A11:	No. Customers can purchase INSITE™ electronic service tool installation CD and Virtual College training from either the distributor or the QuickServe™ Store, however the sale of the functionality and registration will continue to be handled by distributors.
Q12:	What are the list prices for all Service Information Regulation (SIR) related products and services?
A12:	Reference these websites to view Quickserve™ Online subscriptions and QuickServe™ Store list prices: QSOL: https://quickserve.cummins.com/info/pcv/subscription_plans.html QuickServe™ Store: https://store.cummins.com/store/index.html
Q13:	Whom should support questions by interested parties on INSITE™ electronic service tool, QuickServe™ Online, and other items covered by Service Information Regulation (SIR)?
A13:	The standard support that is presently provided will remain. This support includes the QuickServe™ Help Desk, Electronic Tools Help Desk, Cummins Inc. Virtual College Help Desk, and standard distributor support.
Q14:	How will Cummins Inc. communicate information regarding Service Information Regulation (SIR)?
A14:	Information, including a Service Bulletin, will be posted on QuickServe™ Online.

Website	
Q15:	Are distributors required to provide for sale QuickServe™ subscriptions to interested parties?

A15:	Yes. Cummins Inc. also makes sure of availability by making QuickServe™ Online subscriptions available for purchase at the QuickServe™ Store.
Q16:	Are QuickServe™ subscriptions available for purchase through the QuickServe™ Store?
A16:	QuickServe™ Online has two subscription plans: Unlimited Service and Limited Owners Plans.
Q17:	What is the QuickServe™ Store?
A17:	The QuickServe™ Store provides interested parties with an alternate option of purchasing engine manuals, service training, and electronic tools with a credit card. This option is not intended to replace present purchase processes for customers who have a business relationship with their distributors.
Q18:	How will customers know how to contact their local distributor?
A18:	Customers can use the Service Locator to determine the nearest Cummins Inc. distributor. A link to the Service Locator is available at www.cummins.com, store. cummins.com, and quickserve.cummins.com.
Q19:	How are passwords reset for Unlimited Service and Limited Owners plans?
A19:	The customer will see on his screen that his subscription has expired. The customer will go through a renewal process that was similar to the original registration process.
Q20:	What languages are supported on the QuickServe™ Unlimited Service & Limited Owners plans?
A20:	The QuickServe™ Online interface supports 17 languages. Content for specific engine models varies. The EPA2013 products will have information available in Spanish and French early in 2013.

Electronic Tool	
Q21:	What prevents the interested party from getting INSITE™ Pro version?
A21:	From 1 January 2013, all Cummins Inc. distributors within the U.S.A. and Canada must provide for sell, register, and support INSITE™ Pro to any interested party who requests it.
Q22:	When will distributors be required to register INSITE™ electronic service tool for interested parties?
A22:	Pro: 1 January 2013 Basic and Lite: Now
Q23:	What are the criteria for who can purchase INSITE™ Pro?

A23:	Once the interested party completes the Cummins Virtual College INSITE™ electronic service tool training, he can register and purchase the subscription for INSITE™ electronic service tool.
Q24:	What can an interested party do with INSITE™ Pro?
A24:	An interested party can do everything a distributor or dealer can do with INSITE™ Pro, except independently load unauthorized calibration or uprate/derate engines. This is controlled through the sale of fleet counts, which are not part of Service Information Regulation (SIR).
Q25:	As a distributor or dealer, do I have to provide for sale calibration files to any interested party?
A25:	Yes, but only the EPA approved calibration with which the engine was built and certified, or an approved revision of that calibration.
Q26:	Do I have to provide for sale fleet counts or single calibration passwords to any interested party?
A26:	No. Fleet counts should not be sold to any interested party, as these are uncontrolled. Single calibration passwords may be sold to update a rombooted or blank engine control module (ECM) at the discretion of the distributor.
Q27:	Do I have to provide for sale Zap-it to any interested party?
A27:	No. Zap-it remains a distributor level tool and should not be sold to any interested party. Because ECM passwords do not block OBD access, distributors must not sell Zap-it. This is to protect customers from unauthorized adjustment of their equipment parameters.
Q28:	Will calibration files be available on QuickServe™ Online to the Service Information Regulation (SIR) users?
A28:	Not at this time.
Q29:	Will the INCAL™ DVD contain all calibration files?
A29:	There will be a "Service Information Regulation (SIR)" INCAL™ DVD available to interested parties which will contain only 2013 automotive on highway calibration files.
Q30:	How will a purchaser know where to register his INSITE™ electronic service tool subscription?
A30:	A list of distributors is included in the INSITE™ electronic service tool/CVC kit.
Q31:	Where can customers find INSITE™ electronic service tool help files and Fault Information System (FIS) files?
A31:	INSITE™ electronic service tool help files and FIS files are delivered with the INSITE™ electronic service tool and the latest updated files are available at http://insite.cummins.com.

Q32:	What is CODE?
A32:	CODE is Cummins Inc. Open Diagnostic Exchange. CODE satisfies the Service Information Regulation (SIR) requirement to provide datastream and test information to an interested electronic tool manufacturer. The interface provided enables an interested tool company to build a diagnostic tool that interfaces with a Cummins Inc. engine.
Q33:	If a tool manufacturer contacts the distributor to provide information on building non-Cummins Inc. electronic tools, what should the distributor do?
A33:	Direct the manufacturer to Quickserve™ Online. In the products tab, there is a "Cummins Inc. Open Diagnostic Exchange" link. Clicking this link provides more information on the purchasing process.
Q34:	How can we protect engines from unauthorized horsepower uprates or parameter change?
A34:	Customers should be encouraged to use ECM Passwords.

Mechanical Tool	
Q35:	Are mechanical tools affected by Service Information Regulation (SIR)?
A35:	Yes, any tool used for repairs, servicing, or maintenance of any emission-related component is in scope of Service Information Regulation (SIR).
Q36:	Is a distributor required to provide mechanical tools for sale to any interested party?
A36:	Yes, if a distributor uses the tool to perform any emission related work.

Training	
Q37:	Is a distributor required to allow any interested party to attend classroom product training?
A37:	Yes.
Q38:	Is a distributor location required to offer hands-on qualification to any interested party?
A38:	Distributor locations are not required to offer hands-on qualification to interested parties. Interested parties can participate in the class, but are excluded from the hands-on testing process. Completion of the class will result in a “trained” certification instead of a “qualified” certification. Completion of training is not authorization to submit warranty claims.
Q39:	Is there a specific class for interested parties?
A39:	Interested parties on Service Information Regulation (SIR) affected products attend the same classes as distributor or dealer technicians.

Q40:	What fees can I charge for the pricing of classroom training?
A40:	Fair, reasonable, and non-discriminatory pricing would apply. Pricing is expected to be in line with the cost for customers or dealers.
Q41:	Are prerequisites still required for an interested party to attend classroom training?
A41:	Yes. Classroom training has been designed as a supplement to the self study prerequisite training.

Warranty	
Q42:	Can an interested party perform warranty related repairs?
A42:	Only certified Cummins Inc. service providers can complete warranty repairs and/or submit warranty claims. Service Information Regulation (SIR) has no impact on the ability to submit warranty claims.

Trade Regulation	
Q43:	Are there any countries restricted from sale of service information?
A43:	International laws and Cummins Inc. Export Control Policy (CORP-00-04-00-00) prohibit or severely restrict sales, service, and transfer of technical or service information to the following countries: Cuba, Iran, North Korea, Syria, The Republic of South Sudan (South Sudan), The Republic of Sudan (North Sudan), and Myanmar (Burma).
Q44:	Are there any interested parties restricted from sales of service information?
A44:	International Law and Cummins Inc. Export Control Policy also regulates sales, service, and transfer of technical or service information to certain interested parties. If the sale, service, or transfer of technical or service information is for a restricted end use (e.g., military, nuclear) there may be restrictions. Contact the Cummins Inc. law department and/or the Global Trade Compliance Team at ExportCompliance@cummins or Law Department@Cummins.
Q45:	Where do I go to for assistance on Export Control/Trade Regulation issues?
A45:	Due to the complexity of laws regarding export controls and trade, if you encounter any question that needs further confirmation or consultation, or you believe you need additional training or information, contact the Cummins Inc. law department and/or the Global Trade Compliance Team at ExportCompliance@cummins or Law Department@Cummins.

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Feedback / Help

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